



## **Salesforce**

### **Exam Questions B2B-Solution-Architect**

Salesforce Certified B2B Solution Architect Exam

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#### NEW QUESTION 1

A Solution Architect is delivering a multi-cloud implementation to a client. A diagram is required to communicate the vision and strategy of the solution to the business executives and stakeholders at a high level without going into too much detailed technical information. Which type of architecture diagram should the Solution Architect use?

- A. Master Data Management (MDM) Diagram
- B. Reference Architecture Diagram
- C. Lightning Platform Architecture Diagram
- D. Solution Architecture Diagram

**Answer: B**

#### NEW QUESTION 2

SharpField is a fast-growing company that provides SaaS for commercial service providers. SharpField has been acquiring other similar companies and plans to continue to do so for the near future.

After a recent acquisition of a company that also has a Salesforce org, the CIO wants to know the correct path forward on deciding whether to integrate the acquired companies into SharpField's existing landscape.

What should a Solution Architect recommend to the CIO to ensure the correct org strategy for SharpField going forward?

- A. Recommend a single-org strategy and development of strict processes for all acquired companies to follow.
- B. Prioritize migrating the newly acquired company to SharpField's Salesforce org first, then perform an org strategy analysis to assess the Business, Technology, Governance, and Operations requirements for any future acquisitions.
- C. Prioritize completing an in-depth org strategy analysis, focused on the Business, Technology, Governance, and Operations requirements at SharpField.
- D. Recommend a multi-org strategy and development of required integration layers to move the required shared data between instances of any and all acquired Salesforce instances.

**Answer: D**

#### NEW QUESTION 3

Universal Containers has recently provided its call center team the ability to troubleshoot issues coming from its B2B Commerce customers. Currently, the team utilizes Service Cloud and, specifically, the Service Console. The CIO's concern is now different the experience will be as it relates to B2B Commerce for Visualforce versus what the team sees today within the Service Console.

Which recommendation should the Solution Architect voice to the CIO to ensure higher adoption by the call center team?

- A. Implement an embedded web view of B2B Commerce within the Service Console.
- B. Implement the CSR flow so that call center agents can log in as the buyer within B2B Commerce and see their cart.
- C. Provide access to B2B Commerce data within the Service Console so they can see the cart.
- D. Implement Experience Cloud login as user so that call center agents can log in as the buyer within B2B Commerce and see their cart.

**Answer: B**

#### NEW QUESTION 4

Universal Containers (UC) is using Sales Cloud and Service Cloud. UC wants a solution that can send scheduled emails on a daily, weekly, or monthly basis to existing customers and prospects. UC also wants to track if customers have opened the emails. There can be as little as 1,000 emails in a week or as many as 100,000 emails in a month, depending on the season.

Based on that criteria, which solution should the Solution Architect recommend to UC?

- A. Set up scheduled flows to handle email sending and tracking.
- B. Recommend Marketing Cloud Account Engagement.
- C. Develop a custom solution using scheduled Apex to send emails.
- D. Recommend Marketing Cloud Personalization.

**Answer: D**

#### NEW QUESTION 5

Universal Containers (UC) is about to implement Sales Cloud, Service Cloud, and Revenue Cloud within its newly created Salesforce environment. But before UC begins, the CIO would like to understand the options for creating and migrating changes within Salesforce. UC is about to use a sandbox for the initial build and will deploy customisation up to the production environment. UC has decided to build packages of metadata to silo the functionality between the three clouds it is implementing for.

What are two key considerations a Solution Architect should keep in mind when recommending packaging? Choose 2 answers

- A. Design the package as modular, loosely coupled units of metadata rather than large chunks of an org.
- B. Only utilize one functional automation tool (Flow, Workflow Rules, Process Builder) per object.
- C. It is impossible to track source control with package development; either the org owns the source or a source control does, but never both.
- D. Clouds like Revenue Cloud have their own packages so it is easy to work with them because their automation is limited.

**Answer: AD**

#### NEW QUESTION 6

Universal Containers (UC) is selling containers globally via distributors and is experiencing significant double-digit growth year-over-year. UC uses a centralized ERP system that holds the financial information of the distributors. The ERP system is siloed but offers connectivity via APIs. The account managers need to reference the financial information stored in the ERP while approving an order of a distributor inside Salesforce. The financial information of a distributor may change ad-hoc during the day in the ERP system and account managers need the latest data in front of them.

What should a Solution Architect recommend while designing an integrated, scalable solution to meet UC's needs?

- A. Use Change Data Capture to update the changes on the financial information inside Salesforce in near-real time.

- B. Use the scheduled data loader to extract the financial information every night from the ERP and save it inside Salesforce.
- C. Retrieve the financial information on-demand from the ERP via API and display the information as read-only using a lightning component.
- D. Schedule a MuleSoft batch job to retrieve financial information from the ERP every night and store it inside Salesforce for quick access.

**Answer:** C

#### NEW QUESTION 7

During a go-live planning session, the business sponsor expressed some concerns related to achieving high adoption of the solution. Which two recommendations should a Solution Architect provide that can achieve higher adoption rates for a Salesforce multi-cloud implementation? Choose 2 answers

- A. Create recurring office hours for end users to call in to speak directly with the Solution Architect.
- B. Create a feedback loop to give end users the ability to share ideas on how to improve the solution and report bugs.
- C. Suggest that the executive team tie performance metrics to Salesforce usage.
- D. Suggest continuous training methods such as Trailhead, in-app guidance, or embedded videos so end users feel supported using the solution.

**Answer:** AC

#### NEW QUESTION 8

Universal Containers (UC) is about to start a massive digital transformation project across multiple service channels. UC plans on using Service Cloud, Omni-Channel, chatbots, Knowledge, and Einstein AI throughout all the service capabilities. Before discovery can start, the key stakeholder would like to see the automated chat capabilities in action. They currently use a third-party Knowledge Base and are wondering what is the value of it over Salesforce Knowledge. They believe it will be chatbots but they are unsure.

What is one of the key benefits the Solution Architect should address within the context of the demo?

- A. Demo how the chatbot can provide a response to a customer's request by bringing together content from Knowledge articles.
- B. Demo how the chatbot can anticipate the responses of the customer before they make it, and generate Knowledge article responses based on what they have bought.
- C. Demo how the chatbot can utilize Knowledge within it to deflect customer issues before a case is created.
- D. Demo how a human being can have a real conversation with an Einstein AI-driven chatbot.

**Answer:** C

#### NEW QUESTION 9

A Solution Architect is working with a complex enterprise architecture that supports multiple business processes. Many previous transformation projects have struggled because of the interdependencies between the Salesforce production environment and other systems, as well as a lack of documentation.

In which two ways can a Solution Architect gain a better understanding of the current state of the Salesforce production environment?

Choose 2 answers

- A. Speak to the business stakeholders to gather their suggestions for improvement.
- B. Identify which system integrator did the previous implementation and ask them to document their work.
- C. Examine the details of the current configuration to see how it is set up.
- D. Work with the system administrator to identify who has the most knowledge of the current configuration.

**Answer:** BC

#### NEW QUESTION 10

Universal Containers (UC) is implementing a Salesforce B2B multi-cloud project with large volumes of data and daily transactions from multiple third-party systems via multiple integrations. UC is looking at transactions of more than 1 million records a week and, in higher seasons, 10 million records a week. UC has made the decision to get a full copy sandbox to use to test all of its third-party integrations across its multiple clouds. UC has also invested in MuleSoft and the Anypoint Platform as the single enterprise service bus for all of the third-party data going into Salesforce.

Which type of performance testing should a Solution Architect recommend for testing data at scale on this project?

- A. Perform API load test against the full copy sandbox before go live.
- B. Perform unit testing against the full copy sandbox codebase before go live in production.
- C. Perform page load testing against production after go live.
- D. Perform API load test against the partial copy sandbox before go live.

**Answer:** A

#### NEW QUESTION 10

Universal Containers (UC) is concerned about potential data storage issues in Salesforce due to the Invoice, Order, and Inventory data that would be flowing in from various on-premise legacy CRM and ERP applications. UC would like to view and occasionally report on this data on-demand for day-to-day operational processes and would prefer not to store the data in Salesforce due to data residency requirements.

Which recommendation should the Solution Architect make to meet this requirement?

- A. Use Salesforce Orchestrator with MuleSoft to retrieve the data when it is needed.
- B. Push the data into Salesforce and implement an archival strategy.
- C. Write custom Apex code to retrieve the data in real time from external systems.
- D. Re-architect the implementation using Salesforce Connect and external objects.

**Answer:** D

#### NEW QUESTION 12

Northern Trail Outfitters (NTO) is running a multi-cloud Salesforce implementation with lots of process integration between the clouds and other systems. During the project, NTO faces many challenges including a lack of agility and business value alignment, as well as silo-thinking. After trying different approaches, NTO begins to use Agile and is successful. The project manager now wonders what the recommended operating model would look like.

What should be a Solution Architect's first recommendation?

- A. NTO should set up an Operations team within IT to ensure proper management of the integrations going forward.
- B. NTO should set up a model of continuous backlog with teams aligned to the different clouds to drive efficiency and team collaboration.
- C. NTO should set up a model of continuous backlog with teams aligned to the different products (capabilities) to improve efficiency.
- D. NTO should establish a Scaled Agile Center of Excellence to continuously improve agility and time to market.

**Answer: D**

#### NEW QUESTION 16

Universal Containers (UC) is about to complete the first phase of its digital transformation with its new Lead to Invoice process that incorporates several clouds like Sales Cloud, Service Cloud, Revenue Cloud, Experience Cloud, and MuleSoft. UC is now creating a Center of Excellence and focusing on a purely Agile methodology for working on new releases. UC wants to understand some of the considerations around release planning.

What are two recommendations a Solution Architect should make to ensure UC's releases to production work within its release schedule and there are no delays in future releases?

Choose 2 answers

- A. Fix the scope of the sprint during release planning regardless of how long it takes.
- B. Create a regular sprint cadence across the different teams to demonstrate new functionality.
- C. Use the last sprint of the release to stabilize it and eliminate identified issues.
- D. Utilize the last sprint to include functionality that was missed from previous sprints.

**Answer: AB**

#### NEW QUESTION 20

Universal Containers (UC) needs to support its customers via email, phone, and chat. Service agents are only scheduled to support one communication channel for each shift. UC has implemented a service-focused community but only wants customers to inquire about service in the community through chat.

Which three options should a Solution Architect recommend to meet the requirements defined above? Choose 3 answers

- A. CTI adaptor with Omni-Channel integration
- B. Customer Community with ability to create a new support Case
- C. Experience Cloud, web-to-case, and a CTI integration
- D. Omni-Channel with defined presence, routing configurations, and Service Channels
- E. Customer Community with Live Agent

**Answer: ABE**

#### NEW QUESTION 23

Universal Containers (UC) is starting to go through an inventory of capabilities in regard to its many data warehouses. UC's data warehouses are currently being provided with data from OMS, ERP, Accounting, and other inventory management systems. Data warehouses are utilized by those systems for storage or analytics purposes.

UC plans to utilize the Systems of Engagement framework to classify its systems based on how they will be utilized within the enterprise architecture. UC would like to understand which systems it should directly integrate with versus utilizing the data warehouses where that data may also be stored.

How should a Solution Architect classify the data warehouses as systems within the enterprise architecture of this scenario?

- A. System of Reference
- B. System of Engagement
- C. System of Intelligence
- D. System of Record

**Answer: D**

#### NEW QUESTION 28

A Solution Architect is working with Northern Trail Outfitters' Sales and Services team. They are currently evaluating how many environments they need to procure. As part of a preliminary review, it was identified that although the different business units were happy working in separate environments, there is a requirement to know each other's transactions.

Which two requirements would make the Solution Architect recommend a Single org over a multi-org strategy?

Choose 2 answers

- A. Collaboration between lines of business
- B. Simple security architecture across lines of business
- C. Global case management across lines of business
- D. Access to shared lines of business data

**Answer: AD**

#### NEW QUESTION 31

AC Computers has decided to extend its existing Sales Cloud solution by implementing Service Cloud and Marketing Cloud Account Engagement. AC Computers has defined two different work streams for Service Cloud and Marketing Cloud Account Engagement and wants each workstream to work iteratively in separate sandboxes and migrate to a single sandbox for UAT and integration testing. With the multiple workstreams, AC Computers needs a more rigorous change management process and an audit process.

Which two options should AC Computers consider to support both implementation workstreams? Choose 2 answers

- A. Use multiple development sandboxes and merge the workstream builds using change sets.
- B. Use a version control system and CLI-based deployment tools to merge the workstream builds.
- C. Use scratch orgs and continuous deployment tools to merge the workstream builds.
- D. Use package-based deployments and scratch orgs to merge the workstream builds.

**Answer:** AC

#### NEW QUESTION 35

Universal Containers (UC) recently completed its migration to Lightning Experience, with sales users automatically moving to Lightning. This initiative was a massive undertaking by UC, as it had a tremendous amount of legacy functionality migrated over to Lightning from Classic. The CIO would like to make sure that UC is able to track adoption of the migrated functionality over from Classic to Lightning and what specifically was migrated.

Which two proposals should a Solution Architect recommend? Choose 2 answers

- A. Provide the CIO the ability to roll back all changes once they feel Lightning is not adequate for their needs.
- B. Track Adoption Rates within the Lightning Usage, and monitor a change in metrics within existing reports and dashboards.
- C. Provide the CIO a list of the User Stories around the new functionality and the Gap Analysis done between Classic and Lightning.
- D. Align with the CIO around the fact that while the functionality has been migrated, the data created between Classic and Lightning will remain exactly the same.

**Answer:** BC

#### NEW QUESTION 39

Northern Trail Outfitters (NTO) is currently using Salesforce CPQ and would like to implement B2B Commerce Classes. NTO uses a Partner Community to allow partners to build complex bundles to provide detailed quotes to clients. NTO also wants to ensure that it does not have to maintain two databases of products.

Which two considerations should a Solution Architect keep in mind about the CPQ B2B Commerce Connector when synchronizing Product and Price data? Choose 2 answers

- A. The connector lets you sync simple products with a flat price.
- B. The connector does not support syncing complex CPQ bundles.
- C. Discount schedules from CPQ will sync to discounts and promotions in B2B Commerce Classic
- D. The connector is a two-way sync for product and pricing logic.

**Answer:** AB

#### NEW QUESTION 40

Universal Containers (UC) is about to embark on a digital transformation initiative to make all of its back-office systems data visible to employees, customers, and partners via front-office capabilities like

Salesforce. The CIO has asked the team to identify their various systems, both back- and front-office, and correctly identify the proper use of those systems. The team plans to utilize the Systems of Engagement framework to classify their systems based on how they will be utilized within the enterprise architecture.

Salesforce is being utilized as the master for all sales data-like Opportunities, Quotes, and Cart data—and an ERP is the master for all invoice, order, and payment data.

How should the Solution Architect segment opportunities and order data in Salesforce\*

- A. SOR for Opportunities and System of Intelligence for Orders
- B. System of record (SOR) for Opportunities and System of Engagement for Orders
- C. System of Engagement for Opportunities and SOR for Orders
- D. SOR for Opportunities and SOR for Orders

**Answer:** B

#### NEW QUESTION 45

Universal Containers (UC) has implemented a new ecommerce site for its resellers. UC is leveraging a multi-cloud architecture, B2B Commerce, for building the storefront and Service Cloud Web2Case for

offering case management functionality to its resellers. UC notices that the case volume is extremely high and a number of resellers are raising cases for trivial issues on the B2B Commerce site.

Which two recommendations should a Solution Architect make to help resellers use the site more efficiently and lower the case volume?

Choose 2 answers

- A. Offload the number of cases received via Web2Case by using Email2Case.
- B. Implement Case Deflection.
- C. Disable anonymous users on the site.
- D. Plan and conduct User Adoption Trainings for resellers on how to use the site.

**Answer:** AC

#### NEW QUESTION 46

Universal Containers (UC) recently completed a successful implementation of B2B Commerce classic and saw an immediate increase in both its customer experience ratings and overall bottom line due to the influx of sales through its commerce application. After this initial experience, UC decided to target its internal Sales team for the same successful outcome with Salesforce CPQ and Sales Cloud.

UC's requirements include that its internal Sales team be able to sell its current commerce catalog and expand this catalog to include even more products. In addition, UC wants to give its internal Sales team the ability to utilize CPQ's discounting functionality, along with approval rules for its Sales leadership team.

Today, product and pricing is mastered in B2B Commerce and orders are fulfilled in the ERP.

What should a Solution Architect recommend when architecting a solution to meet UC's requirements?

- A. The Product and Pricing Data should be mastered in the ERP and then integrated into both B2B Commerce and CPQ via REST API.
- B. The Product and Pricing data should be mastered in B2B Commerce and integrated into CPQ via REST API, and finally integrated to the ERP via SOAP API.
- C. The Product data should be mastered inside B2B Commerce, while Pricing should be mastered inside CP
- D. Both solutions should be integrated via Apex and then integrated to the ERP via SOAP API.
- E. The Product and Pricing data should be mastered in CPQ and integrated to B2B Commerce via Apex, and then finally integrated into the ERP via a middleware solution.

**Answer:** A

#### NEW QUESTION 47

Universal Containers (UC) uses Marketing Cloud and recently added Sales Cloud to manage its business activities, as well as B2B Commerce to redesign its website. Today, a lead is created each time a customer leaves the site without finalizing their purchase. The number of leads created is increasing and representatives can no longer meet their callback deadlines.

With the new website, UC wants to increase the number of finalized sales and offer similar products to customers while reducing the Sales team's workload. Sales representatives should only call back customers if there is an upsell or cross-sell opportunity.

Which three recommendations should a Solution Architect make to meet these needs? Choose 3 answers

- A. Create an opportunity when a customer clicks a cross-sell or upsell email link.
- B. Send automated emails in Sales Cloud with discounted offers to customers who abandoned their cart.
- C. Set up lead nurturing with Marketing Cloud and automate emails through journeys.
- D. Stop creating leads in Sales Cloud for abandoned carts.
- E. Put all leads from the abandoned carts in a queue.

**Answer:** ABC

#### NEW QUESTION 52

Universal Containers (UC) currently has Sales Cloud, Revenue Cloud, and Marketing Cloud Account Engagement within its existing Salesforce environment and is utilizing a standard Lead to Cash solution across those clouds. UC is 2 years into its Salesforce implementation, and the CIO is getting concerned with the sheer amount of data affecting its environment's data limits.

IT is doing upkeep on older records that may no longer be relevant. They have decided to start looking at data archival strategies and what to archive correctly.

Given that this solution involves Leads from Marketing Cloud Account Engagement, Opportunities from Sales Cloud, and Quotes from Revenue Cloud, they are concerned about archiving related data on active sales pipelines. They also want to keep a historical snapshot of all of their Quotes, Opportunities, and Leads for future pipeline performance purposes and are open to options.

Choose 2 answers

- A. Propose Skinny Tables to the CIO before doing anything else.
- B. Understand the organization's regulatory requirements around right to retain or delete data.
- C. Recommend AppExchange solutions that provide capabilities around data archiving to the CIO.
- D. Segment the data in terms of data needed for daily operations, data that is used occasionally at demand, and data that is used purely for historical purposes.

**Answer:** BD

#### NEW QUESTION 54

A client is running a project with a 626 multi-cloud setup involving Marketing Cloud, Sales Cloud, Service Cloud, Experience Cloud, and MuleSoft. Currently, MuleSoft is primarily used to integrate with third-party systems. Marketing Cloud is connected to Sales/Service using the standard connector. A recent requirement-gathering session, involving all functional streams, brought up the question of where consolidated reporting will happen. So far, reporting has only been looked at individually per stream.

There is a steering committee meeting 1 week from now. The Solution Architect was asked to provide different solutions to fix the problem. The expectation is that a high-level evaluation will be done prior the steering committee meeting so that an indication of options can be given and additional funding can be requested.

Which three critical steps should the Solution Architect take first? Choose 3 answers

- A. Ensure all data objects across the different clouds have a unique external identifier
- B. Review the established and planned dataflows to understand where the systems of record sit and where data is transported to already.
- C. Review the system landscape to identify other existing solutions for reporting and start to investigate high-level cost impacts (in licenses aspects) for the most viable.
- E. Identify key drivers and high-level data scope behind the need for a consolidated reporting.
- F. Draft a solution to show how consolidated reporting can be done using CRM Analytics.

**Answer:** CDE

#### NEW QUESTION 58

Universal Containers (UC) is at the end of its first and only design phase. UC decided to go ahead and build against the entire future design that was developed and agreed upon by its internal stakeholders and Center of Excellence. But a concern by the executive team is how UC can de-risk itself and stay within budget during the build while still hitting the objectives that were defined in the design phase.

Which recommendation should the Solution Architect make to alleviate the executive team's concerns during the build?

- A. Help the executive team develop a governance framework; and team to focus on those concerns throughout the build and track the budget.
- B. Promise the executive team that the project manager will always give comprehensive budget numbers every week and they will never overrun on budget.
- C. Help the executive team understand that they created their entire complete vision of the solution already and there is no chance anything new will come up during the build.
- D. Assure the executive team that the current project is at a fixed scope and there will not be any overrun on budget.

**Answer:** A

#### NEW QUESTION 59

Northern Trail Health has clients that have more than 10,000 employees. The company's Customer Service team handles requests from its client's employees directly and tracks various rebate programs per employee. Private information should not be shared with the Sales team and they should only see contacts that are relevant to the sales process.

Assuming that Sales and Service teams share certain contacts, in which two ways should a Solution Architect ensure optimal performance?

Choose 2 answers

- A. Use profiles and/or permission sets to give View All access to Customer Service on the Contact object.
- B. Set the Contact object to Public Read Only so that the sharing rules do not bog down performance for sharing.
- C. Assign all contacts to Sales team members to ensure sharing is streamlined and hide private fields from them.
- D. For each Account, assign Sales Contacts to the Sales team and all the rest to a Customer Service representative assigned to the Account.

**Answer:** CD

#### NEW QUESTION 64

Universal Containers (UC) is an international company with activities in Europe and the U.S. UC has two separate Salesforce orgs, one for each region. Quotes are built in different legacy systems, depending on their country. Orders are processed centrally by the back-office team with an ERP. Customer information is saved in both legacy systems and the ERP. The analyst team complains about the inconsistency of customer data between different systems and the lack of connection between a single piece of customer data across all of the systems.

Which approach would make it possible to set up this single source of truth and ensure scalability for orders?

- A. Use MuleSoft Anypoint Platform as the single point of data orchestration across the different systems and Salesforce environments.
- B. Map all of the points of data with a different ETL tool for each Salesforce environment and drive synchronization from Salesforce to the other systems.
- C. Use each Salesforce org as its own system of record (SOP.) and use Salesforce Connect to synchronize the two Salesforce orgs.
- D. Map all of the points of data within a custom data manager and drive synchronization between the different systems with a point-to-point approach.

**Answer: A**

#### NEW QUESTION 68

Fabulous Flowing has been using Salesforce for 10 years and is starting to notice performance issues. The company anticipates continued growth of 15% each year. It frequently refers to data that is within the past 12 months. Currently, there are 600,000 Cases. Fabulous Flooring realizes it needs to archive some of the data, however, would like it to remain in Salesforce. The leadership team meets for an in-depth strategy and planning session every 3 years and will need reporting on the archived data. The Solution Architect has recommended the use of Big Objects.

What are two considerations the Solution Architect should discuss with Fabulous Flooring? Choose 2 answers

- A. Picklist fields will need to be marked as required for indexing in the Big Object
- B. The company will need to use Async SOQL to pull the data into a subject based on specific criteria, and build reports and dashboards for the strategy and planning session.
- C. Picklist fields will need to be loaded as Text fields into the big Object.
- D. The company will need to build reports and dashboards for the strategy and planning session based on specific criteria from the Big Object.

**Answer: BC**

#### NEW QUESTION 70

Universal Containers (UC) uses Salesforce Sales Cloud to track Opportunities, Quotes, and Orders and is interested in offering self-service capability to its customers via an Experience Cloud site. Most products that UC offers are relatively simple, but some are complex and need to be configured and reviewed by a sales representative before an order can be officially placed. The CIO is concerned about the time to market and would like to see two options to address UC's need.

Which two options should a Solution Architect recommend and present to UC? Choose 2 answers

- A. Implement B2B Commerce on Experience Cloud to allow customers to purchase simple products with Add complex product configurations in a follow-up phase.
- B. Implement Salesforce CPQ internally first, then build "product configurator" functionality in a custom Experience Cloud site in a follow-up phase.
- C. Implement a templated self-service Experience Cloud site to show product information, add a "Request a Quote" component, and recommend B2B Commerce implementation in a follow-up phase.
- D. Implement a custom Experience Cloud site with "product configurator" functionality first, then add headless commerce functionality in a follow-up phase.

**Answer: AD**

#### NEW QUESTION 72

Universal Export has implemented multiple Salesforce products and has made it clear that it wants to maximize its investment and avoid buying any new products. For the company's next release, its business requirements seem to be a close fit for a product that Salesforce has. It wants to develop a custom extension that replicates the functionality of that Salesforce module.

Which two actions should a Solution Architect take? Choose 2 answers

- A. Begin requirements gathering for integrations and data migration
- B. Advise the customer to use the out-of-the-box approach to avoid unnecessary technical debt.
- C. Consult with the IT department to review the extension requirements.
- D. Evaluate the business benefit of the requested functionality to see if it justifies investment in the Salesforce product.

**Answer: BD**

#### NEW QUESTION 76

Widgets Wonderful, a manufacturing company, wants to provide a better customer experience and enable field service resources to provide a quote to customers while still on site. The company has complex products that come with warranties that include preventative maintenance work. Additionally, certain warranty repair work has specific SLAs associated with it. There are 10 Field Service team members and 20 sales representatives, all of whom need to view Salesforce Field Service objects and be able to create quotes for the customer.

Widgets Wonderful's project owner has some questions regarding the number and types of licenses needed for the users and would like to better understand how warranties will be addressed.

Which two combined options should a Solution Architect suggest? Choose 2 answers

- A. Salesforce Field Service and Service Cloud for Salesforce CPQ will need to be installed and customizations will need to be made to handle Entitlements.
- B. Purchase 30 CPQ licenses and 10 Salesforce Field Service licenses.
- C. Purchase 30 CPQ licenses and 30 Salesforce Field Service licenses.
- D. Salesforce Field Service, Salesforce CPQ, and Service Cloud for Salesforce CPQ need will need to be installed and customizations will not be needed for Entitlements.

**Answer: BC**

#### NEW QUESTION 79

Universal Containers (UC) delivers packaging solutions to its customers based on volume schedule, which is part of a contract that UC is closing. Customers place orders against these contracts, and the orders are maintained in an ERP system outside of Salesforce.

Employees of UC want to track invoicing payment status on a monthly basis so that they can identify early when customer orders fall short of the contractual

target.

Which two solution components should a Solution Architect recommend to meet this requirement? Choose 2 answers

- A. Opportunities and Opportunity Products from Sales Cloud
- B. Product and Revenue Schedules from Sales Cloud
- C. Invoicing payment status sync between Salesforce Billing and ERP
- D. Orders and Order Products from Sales Cloud and a MuleSoft integration with the ERP

**Answer:** AB

#### NEW QUESTION 84

Universal Containers (UC) is using Service Cloud and B2B Commerce to allow resellers the ability to purchase and support farming equipment UC maintains. UC has invested in smart devices which allows that equipment to inform UC when a part becomes faulty. The data from these devices goes to a public cloud solution where every row of sensor data is received every second from every device. There are 100,000 devices on various farms being actively used. The CIO would like this data to be connected to Salesforce in some manner.

What kind of integration method should a Solution Architect suggest to accommodate this need?

- A. Embed the devices' sensor data in a view on the Asset record.
- B. Load the public cloud solution directly to Salesforce using MuleSoft.
- C. Utilize Platform Events based on the devices' state change.
- D. Utilize Apex Callouts based on the devices' state change.

**Answer:** A

#### NEW QUESTION 87

A team at Universal Containers (UC) is currently working on an initial release of Service Cloud. However, UC's management team is very enthusiastic about new features of the platform and wants to go to market with the new Service Cloud solution as soon as possible. The current objective of their initial Service Cloud release is mostly about managing their case workload and case assignment processes. A Solution Architect is called into a management meeting and asked when UC can go live with automated chatbots, Einstein case classification, and CRM Analytics for data insights.

How should a Solution Architect respond to the management team considering their request for these new capabilities'?

- A. Agree with the management team to postpone the go-live and increase the scope to include the desired features.
- B. Explain to the management team that these features are still evolving and that it is best to wait a few releases so that they are stable before starting to use them in production.
- C. Explain the long-term vision and roadmap, and then propose a logical phasing in which the planned minimum viable product (MVP) is the first step on the journey that will eventually include the desired features.
- D. Agree that the new features are crucial to the success of the initiative and swap parts of the current scope for the most innovative feature.

**Answer:** D

#### NEW QUESTION 90

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